



# What to Expect when Working with Interpreters

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## Points of View

- the medical provider (YOU),
- the interpreter,
- the L.E.P. (Limited English Proficiency) patient, and
- the LSP (Language Services Provider i.e., the company supplying interpreters)

## From YOUR Point of View

- Patient safety
- Proper level of care
- Financial stress
- Competency of interpreter
- Family Member – Risk
- Is there a policy in place?



## From The Point of View of the Interpreter

- Make sure everyone's happy
- Be on time
- Where do I go?
- How/when do I get paid?



## From the Point of View of the L.E.P. Patient

- Will they understand me?
- Is it like in my home country?
- Will they report me to the authorities?
- ARE THEY the authorities?



## From the Point of View of the Language Company

- Liability
- Customer satisfaction
- Documentation control
- Appointment tracking



## Willie Ramirez Case - 1980

\$71M settlement in 1980 = \$200M today



## INTERPRETING ETHICS

- Professionalism and confidentiality
- Neutrality
- When cultural brokerage is appropriate
- Liability

## How NOT to use the Interpreter



- Do NOT leave interpreter alone with patient
- If you ask the interpreter to help with forms, be ready for questions.
- Don't expect the same interpreter on follow up appointments.



## Certifications



- CCHI – Certification Commission for Health Care Interpreters
  - <http://www.cchicertification.org/>
- IMIA – International Medical Interpreters Association
  - <http://www.imiaweb.org/>
- Both have online searchable databases

## Language Resources

- Language Company (LSP/LSC)
  - Find them on the ALC website – [www.alcus.org](http://www.alcus.org)
- Individual Interpreters
  - [www.Atanet.org](http://www.Atanet.org)
  - [www.rid.org](http://www.rid.org) (ASL)
  - <http://www.vddhh.org/ipdqi.htm> (ASL)
- Virginia Medical interpreter Database
  - <https://www.vdh.virginia.gov/OMHHE/healthequity/MID/>

## Language Resources LSP v. Individuals Pros & Cons

- Insurance
- Sophistication of record keeping
- Time investment/Opportunity cost



## Possible Solution Strategy

Solve the problem internally:

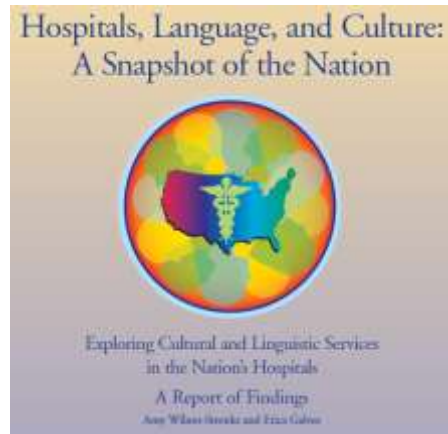
- Train your bilingual staff
  - They know the facility
  - Already possess situational training
- Appointment scheduling technology (inexpensive, e.g., Atrium)
- Adjust the culture of your institution to truly make interpreters a part of the medical care team



## Training Options



## Joint Commission Research



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